

Conflict and Dispute Resolution

1. Conflict is like water. Too much causes damage to people and property. Too little creates a dry, barren landscape devoid of life and colour. - Cathy Constantino & Christina Sickles Merchant, 'Designing Conflict Management Systems'.
2. All polishing is achieved by friction. - Mary Parker Follett
3. Conflict is inevitable. Accept it as a given.
4. If it doesn't make sense, you probably don't have all the facts.
5. Find ways to express differences without provoking contention.
6. Truth is usually found in the middle.
7. We should learn from the mistakes of others. We don't have time to make them all ourselves. - Groucho Marx.
8. Anger is one letter short of danger. - Anon.
9. If you are patient in one moment of anger, you will escape a hundred days of sorrow. - Chinese proverb.
10. Your most effective negotiation tool is a good question.
11. Negotiating contracts is like playing poker. You gamble. - Leo Reed, Teamsters' negotiator on the Baywatch negotiation.
12. What's mine is mine, what's yours is negotiable.
13. We are not in charge of what happens in the world, we are in charge of how we respond to what happens.
14. It is a luxury to be understood. - Ralph Waldo Emerson.
15. A closed mouth gathers no feet.
16. Anyone who doesn't think there are two sides to an argument is probably in one. - Sam Horn, Tongue Fu.
17. Tact is the art of making a point without making an enemy.
18. Patience is never more important than when you are on the verge of losing it.
19. It is better to swallow words than have to eat them later. - Franklin D. Roosevelt.
20. The greatest remedy for anger is delay. - Seneca.
21. Our task is not to fix the blame for the past but to fix the course for the future. - John F. Kennedy.
22. The only way to get the best of an argument is to avoid it. - Dale Carnegie.
23. You can't build a relationship with a hammer. - Anon.
24. Of course I'm yelling! It's because I'm wrong! - Leslie Charles.
25. Nothing is a waste of time if you use the experience wisely. - Auguste Rodin.
26. A man convinced against his will is of the same opinion still. - Anon.
27. We don't see things as they are; we see things as we are. - Anais Nin.
28. If the only tool you have is a hammer, you tend to see every problem as a nail. - Abraham Maslow.
29. Most anger is a cry for attention.
30. If you're not listening you're not learning. - Lyndon Baines Johnson.
31. The hardest thing to learn in life is which bridge to cross and which to burn. - David Russell.